

URBAN/MUNICIPAL

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*ANNUAL
REPORT
1986-7*

URBAN MUNICIPAL

MAR 22 1989

GOVERNMENT DOCUMENTS

 ST. PETER'S HOSPITAL
HAMILTON, ONTARIO



LOCATION

HISTORY

St. Peter's Hospital was founded in 1890 by the Reverend Thomas Geoghegan, first rector of St. Peter's Anglican Church, and located on the site of the Springer Homestead on Maplewood Avenue, where the present building now stands. From its modest beginning as a 30-bed hospital for the incurably ill, St. Peter's has grown to its current capacity as a 284-bed chronic care hospital for the geriatric population, with day hospital facilities and a wide range of professional services.

St. Peter's expanded twice in its first half-century, first in 1929, and again in 1938 to a capacity of 160 beds. In 1931 the hospital was officially recognized under the Public Hospitals Act.

With the introduction of universal health care by the government in the 1960s, communities and hospitals reassessed their roles. St. Peter's, then referred to as St. Peter's Infirmary, restated its philosophy and mission and, in response to a new interest in preventive medicine and lifestyle, introduced therapeutic programs to meet total patient care needs. Day programs were initiated in the early 1970s.

In 1975 St. Peter's again expanded. By then known as St. Peter's Centre, the Hospital opened new 284-bed quarters in a building designed by Hamilton architect Trevor Garwood-Jones. In 1985 the Hospital became known as St. Peter's Hospital.

St. Peter's Hospital continues to serve the Hamilton-Wentworth Region, fulfilling its mission of providing chronic hospital care for the geriatric population in an environment dedicated to the pursuit of excellence.

PHILOSOPHY

The Board of Directors and staff of St. Peter's Hospital affirm the dignity and unique value of the individual, believing each to be entitled to the right of self-direction, even when decline in functional ability brings increased dependence on others and society.

- We are dedicated to the provision of multidisciplinary medical, nursing, social, physical, psychological and spiritual services in accordance with the individual needs of each patient or client.

- We are committed to the recruitment of qualified and dedicated staff and to ongoing support of their professional development.

- We encourage involvement of families and caregivers in patient care, and provide services to support the role of these families and caregivers.

- We recognize the pluralistic nature of the Hospital and address the spiritual needs of our patients, clients and staff through inter-faith resident pastoral care and visiting pastoral services.

- We acknowledge the responsibility of St. Peter's Hospital to be a leader in geriatric care and are committed to the development of programs and practices to meet the changing needs of the geriatric community.

- We are aware of the role of St. Peter's Hospital in the general and health care communities and our need for support from those communities. We acknowledge our partnership in a regional network of health care services and support rationalization of services with other hospitals and agencies to ensure optimum utilization of resources.

ROLE

St. Peter's Hospital is located on Maplewood Avenue in the heart of the City of Hamilton. One of five hospitals in the city, we serve the Hamilton-Wentworth Region as the major centre for chronic care of the geriatric population. Fully accredited as a Schedule F hospital and funded by the Ontario Ministry of Health, we offer inpatient services to 284 Type III geriatric patients and 35 clients a day in our Day Hospital.

We practise a multidisciplinary approach to patient care, involving whenever possible both patients and families or caregivers as integral members of the health care team.

We maintain specialized units for psychogeriatric care, reactivation, major medical care, care of the terminally ill, and chronic maintenance care. We provide respite care for community-based Type III patients, affording families and caregivers temporary relief from their duties. Professional services are provided by the Divisions of Medicine and Nursing and the Departments of Chiropractic, Food Services, Occupational Therapy, Pharmacy, Physiotherapy, Social Work, Speech and Language Pathology, Therapeutic Recreation and Pastoral Care.

We are partners with the Hamilton hospitals and with community agencies in a network of regionalized and rationalized health services and cooperate with these institutions in admission and discharge referral, treatment and long-term planning. Radiological and acute care services are provided to patients from St. Peter's by one or more of these institutions.

We have arrangements with McMaster University and Mohawk College for the education of students and cooperate with several institutions in the provision and supervision of educational programs.

We collaborate with the university, community college and other health care institutions in the evaluation of health care programs, and we participate in research leading to improvement in geriatric health care.

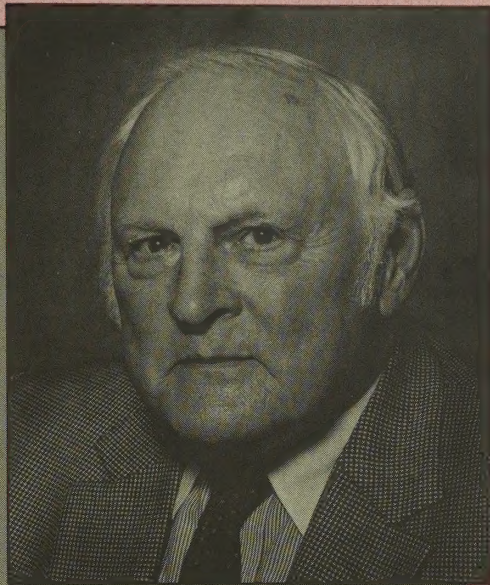
OUR GOALS

FOR TODAY AND TOMORROW

- To provide leadership in establishing standards of patient and client care.
- To provide comprehensive patient care services for persons requiring Type III chronic inpatient care.
- To provide a selection of specialized services of a standard consistent with current geriatric practice for persons, other than inpatients, who have chronic and/or functional disabilities.
- To involve each patient and family or caregiver in the ongoing management of the patient's care to achieve an optimal level of functioning.
- To foster an environment for staff and volunteers which encourages excellence in performance and recognizes individual achievements and promotes ongoing professional development.
- To provide a safe, health-promoting environment for staff, patients, visitors, and volunteers.
- To collaborate and participate with educational and health care institutions in the development and conduct of educational programs for students in health professions or other fields related to the hospital function.
- To foster an environment where research is considered an important component of the long-term wellbeing of patients.
- To be a partner in a comprehensive, integrated health care delivery system within the Hamilton-Wentworth Region.
- To enhance community understanding of the role and functions of St. Peter's Hospital within the Hamilton-Wentworth Region and to encourage community support.
- To strengthen the role of St. Peter's Hospital in the health care network by providing leadership in geriatric care.

REPORT FROM THE CHAIRMAN OF THE BOARD

ROBERTSON



The 1986/87 year was one of significance for St. Peter's Hospital. The Hospital undertook to re-examine its Mission to the citizens of the Hamilton-Wentworth Region. As a result, a new Mission Statement was approved in which the Hospital acknowledged its responsibility as a leader in geriatric care and its commitment to the development of programs and practices to meet the changing needs of the geriatric community.

The Hospital reaffirmed its belief in the dignity and unique value of each individual, believing each to be entitled to an independent identity and the right to self-direction.

To meet its mission, the Hospital developed specific goals directed toward leadership in geriatrics, provision of excellent patient care, partnership with the health care network, and participation in education and research programs.

The Canadian Council on Hospital Accreditation re-surveyed the Hospital in the Fall and commended the Hospital staff on their accomplishments since the previous survey. I would like to extend my appreciation to the staff.

As a result of a grant to McMaster University to create a Centre for Geriatrics and Gerontological Health, St. Peter's looks forward to partnership in the health care network in the education of health professionals.

Much of the work of the Board of Directors is accomplished by its four Committees. I would like to thank each of the Chairmen and the members for their untiring voluntary efforts for the good of St. Peter's Hospital.

I would also like to thank Dr. Robert Kemp for his 10-year contribution as President of the Medical Staff. Dr. Robert Trebilcock becomes President of the Medical Staff in May, 1987.

On behalf of the Board of Directors, I would like to thank our staff and our many Volunteers for the competent and caring manner in which they provide care to the patients of St. Peter's Hospital.

REPORT FROM THE EXECUTIVE DIRECTOR

JUDITH MEEKS,
DBA



Each year that I am at St. Peter's Hospital, I gain a deeper appreciation for the unique qualities of our service to patients. These are demonstrated daily by our staff, through the application of their very specialized knowledge in a caring manner. Inherent in our new Mission Statement is the concept that we will hone and enhance our areas of expertise in order to become one of the leaders in the field of geriatrics in the Hamilton-Wentworth community. This will present an exciting challenge for each of us as we turn this goal into reality.

As part of our pursuit of excellence during the past year, the Hospital continued its emphasis on Quality Assurance and initiated the development of a Risk Management Program. In addition, the Hospital undertook an educational program which we entitled the Management Forum to provide both middle and senior managers with an opportunity to increase their level of knowledge, examine their leadership style, and further develop their skills in management.

Late in the year, the Hospital received approval from the Ministry of Health to enhance the cafeteria servery, air-condition the Food Services Department, build additional showers for patients and install a new telephone system. These projects were much needed and will allow our staff to better care for patients.

We have been pleased to welcome students from additional disciplines into our facility in the past year. The Hospital recognizes its responsibility for the education of students and our Department Heads have initiated a number of new clinical work experiences.

As this year draws to a close and a new year begins, I believe it is a fitting time to ask all staff to join with me in meeting the new challenges of our Mission Statement. The next year will be one of creative thinking, hard work and opportunity. Let us face the future together with enthusiasm.

**ST. PETER'S HOSPITAL
BALANCE SHEET AS AT MARCH 31, 1987
INTEGRATED FUND**

ASSETS	1987	1986
CURRENT ASSETS		
Cash	\$ 83,984	\$ 336,477
Accounts receivable and accrued interest....	181,776	118,136
Due from Ontario Ministry of Health for funding of costs	736,902	678,295
Prepaid expenses	43,547	6,734
Inventory of supplies, at cost.....	101,578	99,925
	1,147,787	1,239,567
DESIGNATED CASH AND INVESTMENTS	2,059,212	1,619,580
PROPERTY AND EQUIPMENT	6,935,884	7,098,098
	\$10,142,883	\$ 9,957,245
LIABILITIES AND EQUITY		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 1,269,573	\$ 1,321,681
Current portion of long-term debt	32,183	34,385
	1,301,756	1,356,066
LONG-TERM DEBT	1,879,161	2,059,270
EQUITY		
Unrestricted funds	4,902,754	4,922,329
Restricted funds.....	2,059,212	1,619,580
	\$10,142,883	\$ 9,957,245

**ST. PETER'S HOSPITAL
STATEMENT OF REVENUE & EXPENSES
FOR YEAR ENDED MARCH 31, 1987**

REVENUES		
Inpatient income	\$15,296,418	\$14,108,105
Grant.....	—	46,750
Other income	417,678	373,780
	15,714,096	14,528,635
EXPENSES		
Salaries, wages and benefits	12,552,174	11,648,516
Supplies and other expenses	3,238,357	3,028,307
Municipal taxes and depreciation on building.....	241,494	241,494
	16,032,025	14,918,317
EXCESS OF EXPENSES OVER REVENUES		
	\$ 317,929	389,682

NOTE: Detailed Financial Statements and Auditors' Report are available separately. Persons wishing to examine these reports may request them from St. Peter's Financial Services.

WHO ARE OUR PEOPLE?

OUR PATIENTS AND STAFF

The patients of St. Peter's Hospital are special people. They come from all over the Hamilton-Wentworth region. Most are over 80 years of age and cope with a complex array of health problems. All have suffered losses — their independence, their lifestyle, their family or their friends. They come to our Hospital as inpatients, or as clients of the Day Hospital.

Our staff are trained in geriatrics and understand the special needs of elderly patients and clients and the important role families and caregivers play in their care.

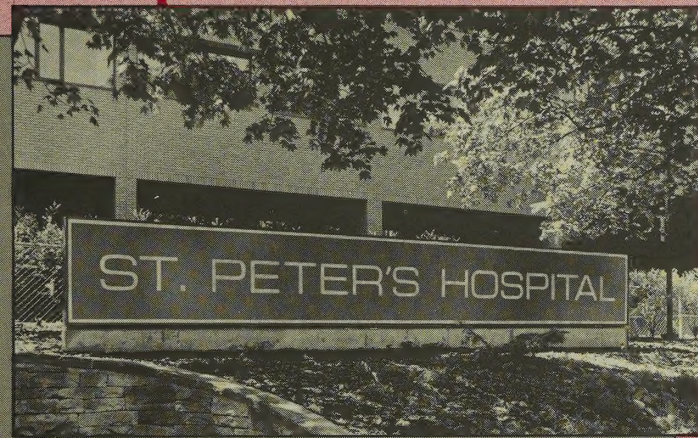
OUR VOLUNTEERS

At St. Peter's Hospital 100 adult Volunteers, 20 teenage Volunteers and 49 Auxilians provide thousands of hours of voluntary service to the Hospital and its patients each year.

In August Daphne Payne was appointed Manager of Volunteer Services. Since her arrival she has fleshed out existing Volunteer programs and reworked support systems to include job descriptions, standards, and means of delivery of service.

St. Peter's honoured its volunteers at an annual awards dinner in the Spring.

Students make a special contribution to St.



*Peter's
front entrance
welcomes
visitors.*

Our approach is multidisciplinary. Medicine and Nursing collaborate with Pharmacy, Occupational Therapy, Physiotherapy, Speech and Language Pathology, Therapeutic Recreation, Social Work, Chiropody, Food Services and Pastoral Care. Staff have opportunities for continuing education and professional development. The Hospital's support systems are geared to a geriatric environment, providing comfortable, pleasant surroundings for our patients, families, visitors, staff and volunteers.



*Spacious
courtyards
surround St.
Peter's.*

Peter's Hospital. Grade 8 students of nearby Adelaide Hoodless School each spend an hour a week with the Department of Therapeutic Recreation and the Day Hospital. Co-op students from the Hamilton Board of Education come in daily. These arrangements are a real sharing of benefits. The students learn about the ill elderly and the staff who support them, and staff have the benefit of volunteer assistance.

Volunteering is a long-standing tradition for the Auxilians, who visit patients weekly, hold periodic fund-raising events, and help out on special occasions. Auxilians and Volunteers work together in the Gift Shop, newly renovated and managed by the Volunteers.

OUR PATIENT CARE SERVICES

MEDICINE

During the past year, 148 patients were admitted to St. Peter's Hospital and 117 discharged, some to acute care.

The Hospital has 9 active staff physicians, 102 courtesy staff, 26 consulting staff and 5 associate medical staff. This year the Hospital's medical staff welcomed Drs. Jean Mullens and Ivan Bracalenti, who joined the active staff. Dr. Mullens is a graduate of McMaster Medical School. Dr. Bracalenti, Associate Professor of Family Medicine at McMaster University and a physician with the North Hamilton Community Health Centre, will supervise medical students at St. Peter's Hospital in conjunction with his duties in patient care.

Two committees reporting to the Medical Advisory Committee introduced policy and procedural changes.

The Infection Control Committee introduced guidelines for hospital-wide outbreak, a protocol for needle injuries, and policies on TB screening for patients and control of infectious waste. In April the Committee mounted a campaign to educate all staff in infection control.

The Pharmacy and Therapeutics Committee approved policies concerning medication orders, adverse drug reaction reporting, emergency drug boxes, stop orders and telephone orders, and heroin availability in the Hospital. Guidelines were prepared for the management of pain.

Consultant dentist Dr. Ivo Uhlir visited the Hospital weekly to provide prophylactic treatment, dental prostheses, denture replacement or repair, and extractions.

Consultant optometrist John Attridge made several visits to test patients' eyes and repair or adjust glasses.

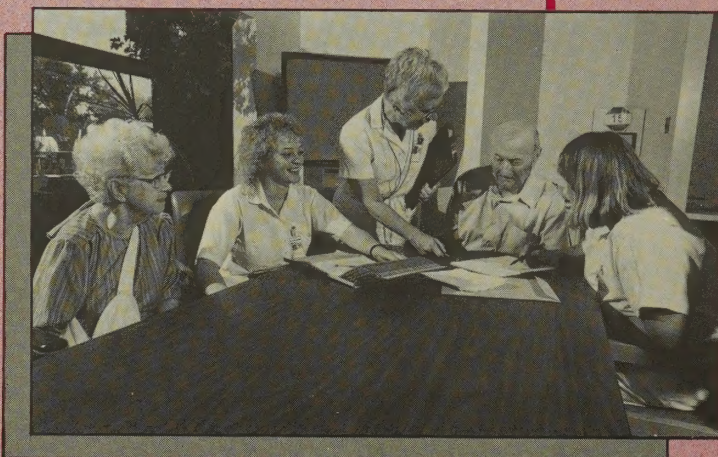
Medical students from McMaster University again studied at St. Peter's Hospital, under the supervision of Dr. Irene Turpie. A group of Unit V medical students, with the prior approval of patients and physicians, enhanced their skills in interviewing and clinical examination at St. Peter's.

NURSING

St. Peter's Nursing Division introduced the concept of Primary Nursing in 1985 and continued its implementation throughout 1986/87.

This approach to patient care differs from the traditional "nursing team" approach in which each member performs specialist functions for the Nursing Department. Primary nursing is directed toward the "whole" patient, involving patients, families and specialists from other disciplines in the patient care plan.

Under Primary Nursing, each Nursing Department is headed by a nurse manager who is responsible for the physical and human



resources of her department. She facilitates the implementation of patient care plans, handles the department's budget, and plays a role in the overall management of the Nursing Division.

Department members are divided into small groups of RNs and RNAs, and each group takes long-term responsibility for 8-10 patients and their families. Heading each group is the primary nurse, an RN, who is in charge of overall planning and coordination of care with health professionals in other disciplines. The primary nurse is responsible for updating the care plan for each patient in her group. Group members function as primary nursing assistants, providing ongoing hands-on care for patients and contributing to the patient care plans.

The Nursing Division is the responsibility of the Director of Nursing, with assistance from the Assistant Director, Clinical Development and two Assistant Directors responsible for development and implementation of special projects.

Gerontological nurses need acute assessment skills and empathy to help patients and families cope with very complex health issues.

Each Nursing department specializes in certain types of patient care. Two East is a reactivation department, where patients stay 3-9 months on average. Patients are on intensive reactivation programs planned and carried out by occupational therapists, physiotherapists, speech and language pathologists, social workers and therapeutic

Each Primary Nursing group is responsible for 8-10 patients.

recreationists in conjunction with the nursing group. The goal of this department is to enable patients to return to the community.

Two West, a slow reactivation department, has somewhat older patients, many of whom have neurological problems. The goal of this department is to help patients regain some degree of independence.

Three East cares for patients with major medical problems and provides palliative care.

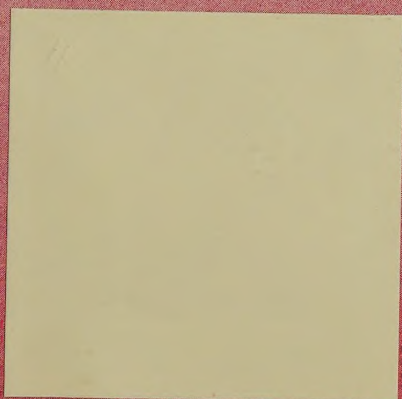
Three West and South 3 provide long-term geriatric care.

Four East and Four West care for severely debilitated patients.

South 1 and South 2 care for patients with dementias. Special programs such as music, social teas and one-to-one therapy help these patients maintain contact with their surroundings.

In the past year several senior administrators were appointed within the Nursing Division. Betty Oka became Director of Nursing and Lorna Walker Assistant Director of Nursing for Clinical Development in October. In January and March, Susan Gilbert and Patricia Williams were appointed Assistant Directors of Nursing.

Division members participated in the education of nursing students from McMaster University, Mohawk College and the Regional Program for Nursing Assistants. The Division was represented on the Regional Palliative Care Advisory Committee, the Psychogeriatric Task Force of the District Health Council, and the Nursing Administration Group of the Ontario Hospital Association.

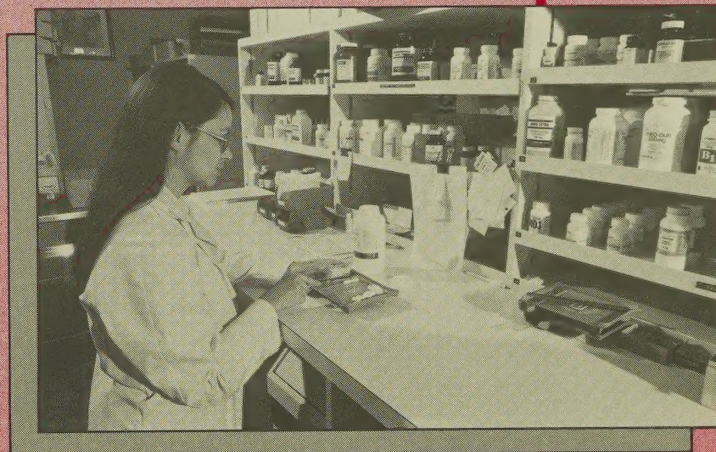


PHARMACY

The Pharmacy Department works closely with health professionals at St. Peter's Hospital, providing advice on pharmaceuticals and medication plans. In March the Manager of Pharmacy completed the mammoth task of revising and expanding the Hospital's Drug Formulary.

The Department has set up a Night Drug Cupboard, and established a Workload Measurement System with the help of a pharmacy summer student.

The Pharmacy Department is represented on many Hospital committees, including Nursing and Pharmacy, Pharmacy and Therapeutics,

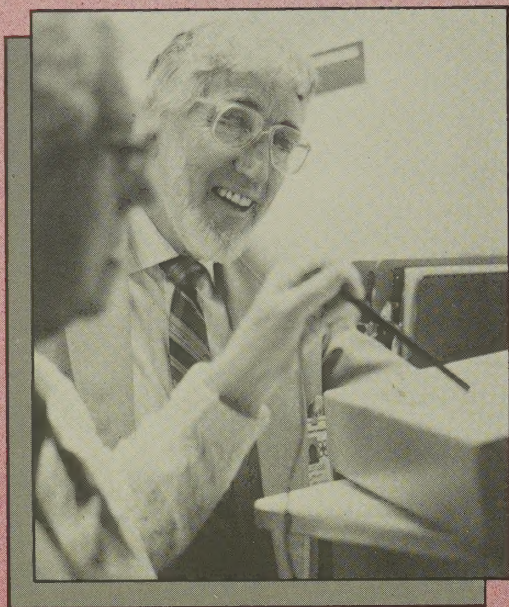


Quality Assurance, Infection Control and Medication Incident Review.

St. Peter's Hospital is one of 17 member hospitals of the Hamilton-Wentworth District Health Council's Subcommittee on Pharmacy. This committee establishes criteria for drugs, negotiates joint purchases, and considers issues affecting standards of pharmacy practice.

Pharmacists are part of the patient care team.

SPEECH AND LANGUAGE PATHOLOGY



Speech and Language pathologists work with patients who have difficulty hearing, speaking or swallowing. They are members of the Hospital's rehabilitation team of occupational therapists, physiotherapists, social workers and therapeutic recreationists, and work closely with Pharmacy and Food Services.

Department members help those who have lost their speech through strokes, injury, surgery or neuromuscular disorders to find alternative ways of communicating. The Department acquired two augmentative speech devices by which patients, using keyboards, can activate voice simulators producing hundreds of words and phrases. These devices mean new life for speech-deprived patients.

The Department helps patients who have difficulty swallowing. Speech and Language pathologists educate staff, family members and support groups and, with Hospital volunteers, assist nurses with patients who need help or instruction.

The Department acquired two portable audiometric devices to screen patients' hearing. Patients with hearing problems are referred to audiologists for further testing.

Jeri Van Veghel was appointed Department Manager in April, 1986 and Speech and Language pathologist Fred Giroux arrived in August. Both are members of the Ontario, Canadian and American Associations of Speech/Language Pathologists and Audiologists. Both contribute to Nursing Orientations and in-service education programs, and have started interdisciplinary study groups with other health professionals.

The Department welcomed its first graduate student in Speech/Language Pathology, and participated in the Department's first research project with students in McMaster University's Program in Gerontological Studies.

PHYSIOTHERAPY

In the physiotherapy program at St. Peter's Hospital, time is an important factor. Because physical capacity diminishes with age, the elderly need longer treatment periods and individualized attention. Staff must be skillful in interviewing and observation to accurately assess patients' needs and help them set realistic goals.

The Department tries to effect management of chronic and degenerative problems with conservative therapies — heat, cold, electrotherapy, posture analysis and therapeutic exercises. St. Peter's provides the elderly with an unpressured environment in which to test their abilities and identify suitable therapies, under the direction of experienced staff. Even small gains can be tremendously significant, and staff help patients to translate new learning into improved functioning in their own environment.

Therapists help patients regain confidence and self-reliance and as much independence as possible. In the past year the number of reactivation patients admitted and discharged has increased dramatically, partly because of earlier diagnosis. Staff work on "discharge" from the day of admission.

The Department has updated its assessment process and is evaluating group programs. Staff share responsibilities of patient care, administrative and preventative programs with the members of other disciplines within the Hospital.

The Department is developing a student program with Mohawk and McMaster in which research is a component of the learning package.

Staff are members of the Canadian Physiotherapy Association and the Association of Drugless Practitioners of Ontario, and participate in gerontology workshops and seminars in the community.

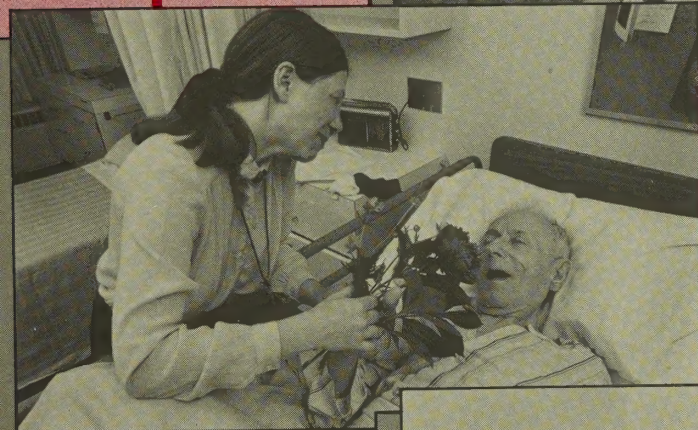
THERAPEUTIC RECREATION

In May the Department of Leisure Activities changed its name to the Department of Therapeutic Recreation to better reflect the breadth of its functions. The Department provides a variety of leisure programs to meet needs expressed by patients and therapeutic recreation staff — for treatment, leisure education and recreation.

Each year more than a hundred group activities are scheduled. Groups of patients, with the help of Hospital volunteers, go on day trips and shopping trips, visit Hamilton Place, and enjoy a variety of in-house activities such as choirs, movies and Pub Nights. They take part in an annual Barbecue, Strawberry Social and Peach Festival, and attend "Chez St. Pierre," a special "restaurant night" in St. Peter's Hospital when the cafeteria is transformed into a gourmet restaurant for patients and their families. Added to these events are a Spring Festival of flowers, a



Patient gains confidence on physiotherapy bars.



Therapeutic recreationist stimulates patient's senses.



Patients utilize design skills in the Craft Room.



Skills are tested in Activities of Daily Living apartment.

potato-growing contest, and daffodil sales for the Cancer Society. In all, 30 weekend events, 78 special functions and 11 evening programs were held for patients in 1986/87.

A new program — the Children's Hour — was started during the year. The program brings youngsters from a nearby day care centre to visit St. Peter's Hospital, providing patients with an opportunity to have the "grandparenting" experience.

Patients at St. Peter's meet regularly in the Patient Forum to discuss issues related to their interests. In July the Forum persuaded the City of Hamilton to install wheelchair ramps on neighbourhood sidewalks to facilitate outings to a nearby park.

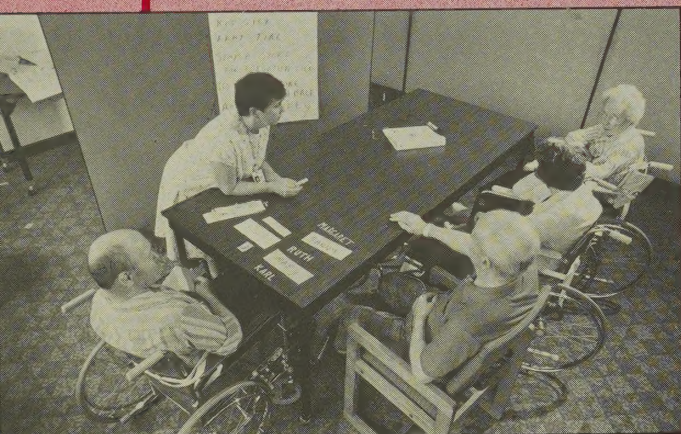
Members of the Department are represented on the Pastoral Care Advisory Committee and are involved in many outside conferences, speaking engagements and education programs. Three members qualified for certification under the Parks and Recreation Federation of Ontario certification program.

The Department participates in the education of students and was the site of an internship for students of Mohawk College's Recreational Leadership Program and a graduate of the degree program in Therapeutic Recreation of the University of Waterloo. A co-op student from the Hamilton Board of Education also helped Department staff.

OCCUPATIONAL THERAPY

The objective of occupational therapists at St. Peter's Hospital is to promote, maintain or restore patients' occupational performance in an environment which can help them to reach their maximum performance potential.

A major focus is cognitive treatment. Therapists assess patients' cognitive ability and help them to regain lost skills and use retained skills effectively. Therapy proceeds on three levels: one-to-one orientation to the environment and stimulation of long-term memory; group meetings in which therapists provide cues to stimulate long-term and short-term memory; and group sessions which



Occupational therapist tests patients with problem-solving.

involve the patients in discussions requiring memory, insight, judgment and problem-solving ability.

The Department acquired two small rooms for assessment and treatment and was involved, with other Departments, in the development of an "Activities of Daily Living" apartment within the Hospital to help patients make the transition from hospital to community living.

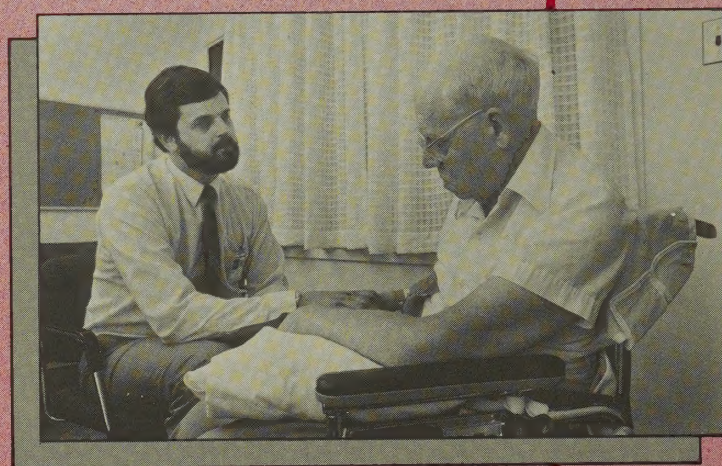
During the summer a psychology student worked with Department staff to test techniques for non-verbal assessment of visual memory. Staff are developing new techniques for evaluating group treatment and assessing cognition.

Department Manager Valerie Maude was appointed to the faculty of McMaster University and tutored in both McMaster's BHSc program in Occupational Therapy and the Occupational Therapy diploma program at Mohawk College. The Department participated in the Seniors' Forum Task Force of the District Health Council and the Gerontological Research Workshop of McMaster's Office of Gerontological Studies. The Department maintains liaison with the Ontario Society of Occupational Therapists and is a member of the American Society of Occupational Therapists.

SOCIAL WORK

The Social Work Department brings psychosocial expertise to the interdisciplinary team. Members assess the social, emotional and mental implications of illness and institutionalization and try to help patients and families cope with problems. The social workers counsel patients and families on adjustment to loss, depression, grieving, emotional problems, financial concerns and behaviour management. They act as advocates, help with crises, and provide information on the availability of community resources for those discharged from hospital.

The Department provides individual and



Patient talks over problem with social worker.

family counselling, programs for confused patients, support groups for alert patients, and groups for family orientation and support.

The Department implemented an innovative program during 1986 in collaboration with McMaster University to train field instructors for Social Work students.

Department members make many public appearances and are represented on the Alzheimer's Education Committee, the Canadian Mental Health Association's Speakers' Bureau, and the Ontario Psychogeriatric Association.

CHIROPODY

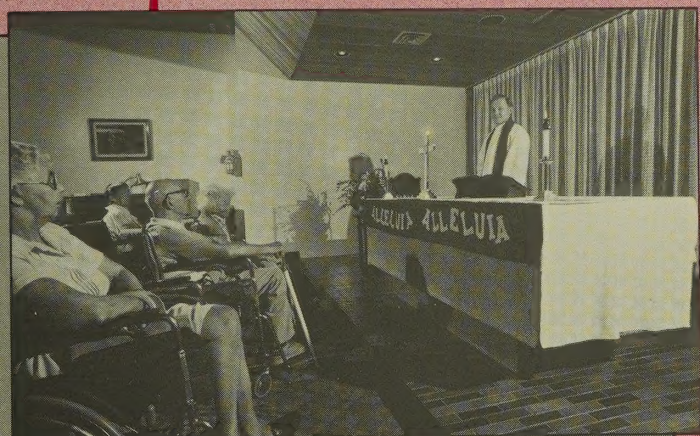
The Chiropody Service was introduced in 1984 under the auspices of the Ministry of Health. It has expanded enormously from its modest beginning with 13 clients and a half-time chiropodist to 335 new patient visits and 1702 followup visits in 1986/87. The program now employs the services of a full-time chiropodist. This free foot care program can be accessed directly by clients or through referral by a doctor or other health professional.

The service is available to inpatients, Day Hospital clients and outpatients.

PASTORAL CARE

Rev. Donald Powell was appointed Manager of Pastoral Care Services and inducted in November as Hospital chaplain. He fulfills both pastoral and liturgical roles.

In his pastoral role he serves as spiritual leader, confidante and friend to patients, families and staff. Because his work is not task-oriented, he has time to listen. Knowledgeable about many faiths and traditions, he serves as liaison between the Hospital and the clergy in the wider community. He also provides other significant services, helping people forge new links with religious institutions and congregations



Patients attend a church service in the Chapel.

in the community.

St. Peter's Hospital is not affiliated with any one faith. The chaplain, however, is sponsored and mandated by the Anglican tradition and is responsible to both hospital and church authority. His induction, attended by members of the Hospital community and clergy of many faiths, symbolized the blending of many elements in the pluralistic society of St. Peter's Hospital.

DAY HOSPITAL

Each day St. Peter's Day Hospital provides specialized services for 35 clients living in the community who attend the program 2-3 days a week. The program's aim is to help the client to resume participation in daily activities at home and in the community. The program is time limited.

A client, to be eligible, must be a resident of Hamilton-Wentworth and require two ongoing health services and at least one health service on each day of attendance. Each client must have an assessment by his or her doctor.

Referrals are made through a doctor or community agency to the Regional Placement Coordination Service and are reviewed by the Day Hospital's Admissions Committee to determine whether the program can meet the client's needs.

Available for clients is a comprehensive and sophisticated array of resources provided by an interdisciplinary team of health professionals in

Medicine, Nursing, Occupational Therapy, Physiotherapy, Speech and Language Pathology, Social Work, Therapeutic Recreation, Food Services, Chiropody, Pharmacy, and Pastoral Care.

On entering the program the client is assigned a case manager who coordinates the client's care and is responsible for the client care plan.



Day Hospital clients and inpatients enjoy a concert.

FOOD SERVICES

The Department of Food Services, part of the Division of Finance and Hospital Services, fulfills a vital role in the Hospital. In addition to preparing all meals for staff, volunteers and visitors, the Department is an integral part of the patient care team.

The staff of 65 prepare 1,000 meals a day for the Hospital. Another 240-270 meals are prepared daily for the Region's Meals on Wheels program coordinated by the Victorian Order of Nurses.

Food Services caters functions for patients and outside groups. Working with the Department of Therapeutic Recreation, Food Services prepares the food for the Hospital's Peach Festival, Strawberry Social, Patient Barbecue and numerous other special functions. The gourmet fare of "Chez St. Pierre," St. Peter's "restaurant" for patients and their families, is the handiwork of the staff of Food Services.

Illness may limit patients' choices, but they still can choose one important element in their lives — their meals. The therapeutic dietitian consults with patients and families and works closely with Nursing, Occupational Therapy, Physiotherapy, Speech/Language Pathology to plan meals for those with special needs or swallowing difficulties.



Shared projects are pleasurable for both patients and staff.



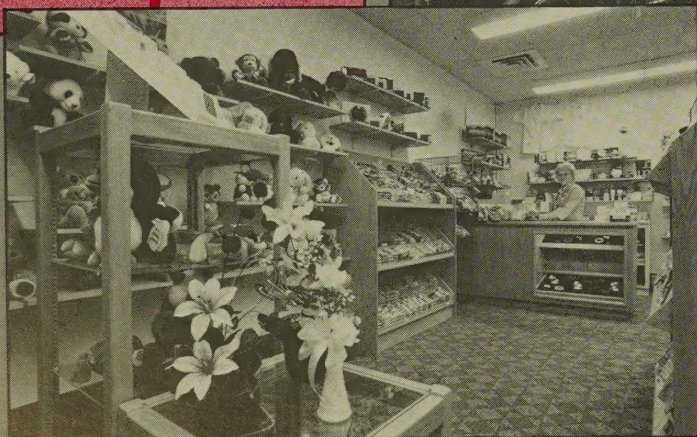
Housekeeping staff keep rooms spotless.



Every day Food Services prepares 1,000 meals.



Spacious grounds provide pleasant areas for conversation.



Volunteer serves in the Gift Shop.



Linens are sent to joint hospital laundry service.



The spacious lobby is a gathering place.



*cafeteria
es the
re
pital
community.*



*Patient
presents her
handiwork to
a community
church.*



*Occupational
therapist tests
patient's
memory.*



*nt
erations
intains 400
eelchairs.*



*The patio and
grounds are
favourites for
family visits.*

OUR RESOURCES

One of St. Peter's great resources is its people. The Hospital believes that people are most effective when working in a healthy, safe environment which fosters mutual respect for personal values. To that end the Hospital has gathered the Departments of Employment Services, Education Services, Volunteer Services, Employee Health and Safety under one umbrella — the Division of Human Resources. The Division is a resource for staff, volunteers, students and health professionals, who find support and assistance in reaching their full potential in the workplace.

The Hospital has a staff of 560 people, making St. Peter's a sizeable employer in the

in collaboration with the Director of Development.

Members of Education Services work closely with McMaster University, Mohawk College, the Regional School for RNAs and other educational institutions to arrange appropriate educational opportunities for both staff and students.

The Department of Education Services is represented on the Health Care Education Group for South Central Ontario, the Ontario Society for Training and Development, the Provincial Health Care Staff Education Associations of Ontario, the Health Library Network, the Canadian Gerontological Nurses



Hamilton-Wentworth Region.

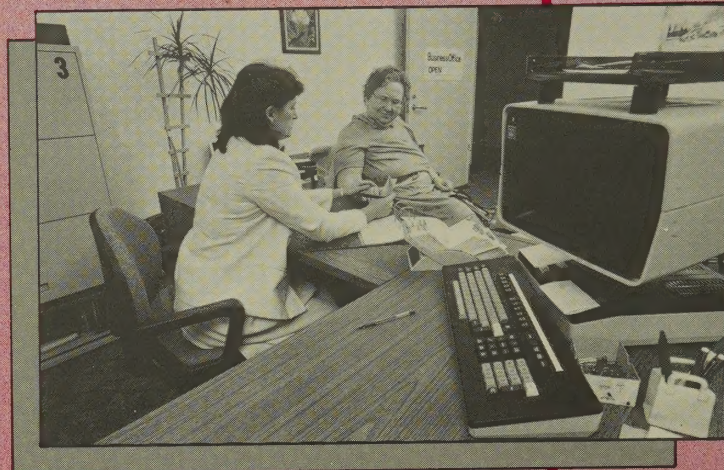
The Division maintains liaison with the provincial and federal governments and with insurance carriers and agencies in the administration of the Hospital's benefit plan. The Division functions as principal interface between the Hospital and the executive members of the Unions which are recognized bargaining agents for the staff.

EDUCATION SERVICES

The Human Resources Division has a Department of Education which maintains information on Canadian educational opportunities, helps staff with advice on career options, and provides inservice education programs. The Department identifies education priorities to senior management and coordinates all student placements in the Hospital.

The Department arranged a Management Forum for St. Peter's management staff to discuss current management issues, and initiated a Pre-retirement Program for staff.

The Professional Library is a part of Education Services. The Library is part of the Network of Health Library Services coordinated by McMaster's Health Sciences Library, and is building a sizeable collection of books, journals and audio-visual materials. Education Services completed a video on Evacuation Lifts and Carries in 1987 and a slide/tape presentation on St. Peter's Hospital



Association, the College of Nurses of Ontario Task Force, and the Registered Nurses of Ontario.

Department of Finance helps patients with banking.

FINANCIAL SERVICES

The Division of Finance and Hospital Services has a two-fold function at St. Peter's Hospital — management of the Hospital's fiscal resources and support of the Hospital's day-to-day operation through the Departments of Purchasing, Housekeeping, Plant Operations and Maintenance, and Food Services.

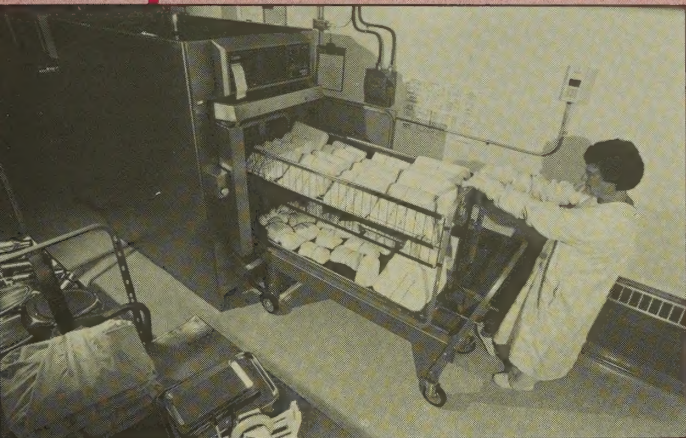
The Department of Finance also offers specialized patient services through its Business Office. The Hospital maintains close to 300 trust accounts for patients, many of whom handle their own finances. Department members, in conjunction with social workers and translators, interview patients and their families and provide them with financial counselling when needed. The Department takes time to help patients with banking services, encouraging them to maintain independence in the normal activities of daily living. The Department serves as corporate trustee for a few patients who are no longer able to carry out their own business transactions and have no families to assist them.

The Hospital switchboard, the lifeline of the institution, is a responsibility of Financial Services. In 1986 the Department introduced an innovative program to train nurses eligible

for Workers' Compensation Board pensions because of work-related injury to do jobs unrelated to nursing, such as keyboarding and switchboard operation. This pilot program, the first of its kind in Ontario and one of the first in Canada, is jointly sponsored by St. Peter's Hospital, the Workers' Compensation Board and the Union.

HOUSEKEEPING

The Housekeeping Department keeps St. Peter's functioning smoothly. Staff clean the building, transport goods and materials, deliver meal trays to patients, and arrange



Housekeeping staff autoclave dressings for sterilization.

room setups.

Each month Housekeeping staff send 66,000 lb of laundry to the Hamilton hospitals' centralized laundry service.

The Hospital purchased comfortable "Gel Cel" mattresses for patients in 1986, and Department members designed a special bedrail pad which has been emulated by other hospitals.

The staff play an important part in infection control, preparing and sterilizing dressings in the Hospital's autoclave and processing pathologic waste before disposal.

Housekeeping staff transport patients to their daily activities, and bring a multitude of small comforts to their bedsides. For many, the housekeeper is a confidante and friend.

PLANT OPERATIONS

Plant Operations and Maintenance controls the comfort level of the Hospital. Heating, air conditioning, lighting, hot and cold water, machinery maintenance and grounds care are all part of the Department's job. The Department is also responsible for Parking, Security and Fire Safety.

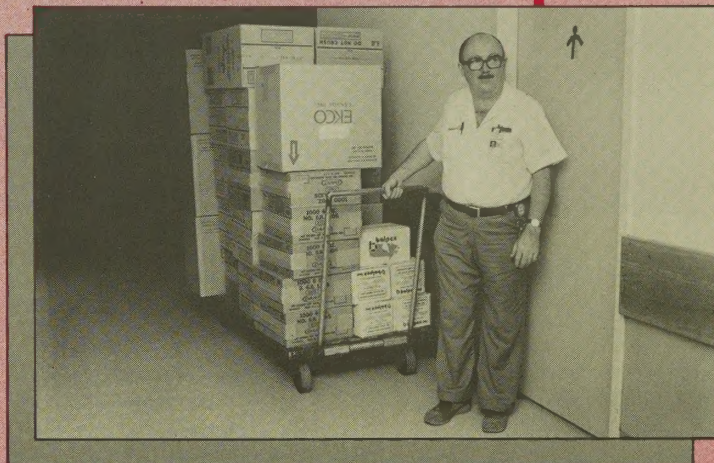
Plant Operations and Maintenance staff process 600 work orders a month. In 1986/87 they built special activity rooms for Occupational Therapy, an Orthotics Room for Chiropody, special therapy plinths for the use of physiotherapists, and the Activities of Daily Living Apartment, which opened in October.

They repair patients' beds, and customize and maintain 400 wheelchairs and all other mobile equipment.

PURCHASING

St. Peter's Purchasing Department maintains a centralized purchasing system for the Hospital and has shared purchasing arrangements with the Hamilton Civic Hospitals, Chedoke-McMaster Hospitals and St. Joseph's Hospital to effect savings through bulk orders.

The Department initiated a Forms Control Committee to develop standardized ordering formats and plays a major role in quality



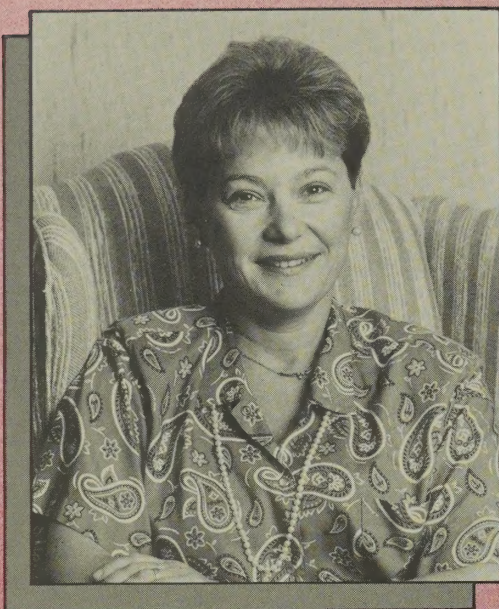
Purchasing is responsible for receiving and storing.

control through the Product & Standardization Review Committee. The Department is also responsible for equipment purchase and disposal.

In addition to the sizeable responsibility of purchasing, the Department receives and stores all items used in the Hospital except pharmaceuticals and food. The receiver/storeman maintains 9 medical and surgical carts each week under an "exchange cart" system of stock replenishment and inventory control.

Purchasing handles the Hospital mail. Each week staff sort 400 pieces for internal and external delivery.

The Department provides a central photocopying service, and each month produces 95,000 copies for Hospital users.



REPORT ON DEVELOPMENT AND COMMUNITY RELATIONS

The Hospital established a new Department of Development and appointed Tanis Hall as Director in July. In February Janet Cochran was appointed Director of Community and Public Relations.

These two departments will work together to develop community awareness of the Hospital's activities and a strong base of financial and voluntary support to help meet the ongoing special needs of patients.

The year has been very successful for Development. Several projects were undertaken and a number of new programs established. In October an *In Memoriam* program was begun, enabling individuals to remember loved ones through a gift to the Memorial Fund.

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In November the Department launched an appeal to raise funds for the Equipment Update Fund. As a result of this highly successful undertaking, St. Peter's was able to purchase needed equipment for patient care, and the fund was firmly established to meet patients' ongoing special needs.

In January the Hamilton Foundation awarded funds to enable our Hospital to acquire two portable audiometric devices for screening patients' hearing.

The Department of Development has begun a quarterly newsletter, *Visions*, which will be sent to all donors and others interested in the activities and future plans of our Hospital.

The strength of the Department of Development lies in the voluntary helpers and

supporters who make its programs, events and campaigns a success. We are grateful to all have supported St. Peter's Hospital so generously this past year. Your contributions help us serve the elderly population of Hamilton-Wentworth in a continuing tradition of dedicated patient care.

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